

AMENDMENTS TO THE SPECIFICATION

Please replace the paragraph at page 13, lines 5-8 with the following amended paragraph:

Referring to table MEDIA_STAT (Fig. [[2d]] **2g**), the parameter MEDIA_OBJECT_STR" for phone is the agent's extension number. For email, it is the mailbox name or the sender's email address. For fax, it is the fax number. The form of the content of MEDIA_OBJECT_STR is defined in each of the channel drivers 120.

Please replace the paragraph at page 21, lines 1-5 with the following amended paragraph:

6. Communication service 113 ~~request~~ requests an active connection 135A between object manager 107 and web engine plug-in 185 and an active connection 135B between communication service 113 and session mode communication server 110. Persistent HTTP connection 131, and active connections 135A and 135B enable session mode communication server 110 to continually push user interface changes to toolbar 105 using Java applet 116.